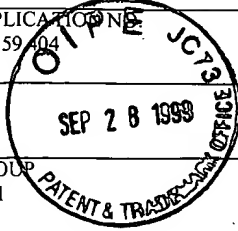
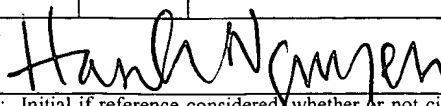


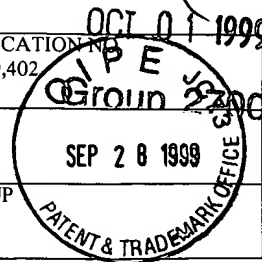
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FORM PTO-1449		ATTY DOCKET NO. COS-98-044		APPLICATION NO. 09/159,404			
INFORMATION DISCLOSURE STATEMENT		APPLICANT Combar et al.					
		FILING DATE 9/24/98		GROUP 2731			
U.S. PATENT DOCUMENTS							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB-CLASS	FILING DATE
HN	AA1	5,790,797	8/4/98	Shimada et al.			1/26/96
HN	AB1	5,799,154	8/25/98	Kuriyan			1/27/96
HN	AC1	5,774,660	6/30/98	Brendel et al.			8/5/96
HN	AD1	5,131,020	7/14/92	Liebesny et al.			12/29/89
HN	AE1	5,452,446	9/19/95	Johnson			11/12/92
HN	AF1	4,893,248	1/9/90	Pitts et al.			2/6/87
	AG1						
	AH1						
	AI1						
FOREIGN PATENT DOCUMENTS							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB-CLASS	TRANSLATION
	AL1						
	AM1						Yes
	AN1						No
	AO1						Yes
	AP1						No
							Yes
							No
OTHER (including Author, Title, Date, Pertinent Pages, etc.)							
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	AT	1					
EXAMINER					DATE CONSIDERED		
					12/17/01		
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to Applicant.							

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Page 1 of 1

FORM PTO-1449	ATTY DOCKET NO. COS-98-045	APPLICATION NO. 09/159,402
INFORMATION DISCLOSURE STATEMENT	APPLICANT Brandt et al.	
	FILING DATE 9/24/98	GROUP 2756



U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB-CLASS	FILING DATE
HN	AA1	5,602,918	2/11/97	Chen et al.			12/22/95
	AB1						
	AC1						
	AD1						
	AE1						
	AF1						
	AG1						
	AH1						
	AI1						

FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB-CLASS	TRANSLATION
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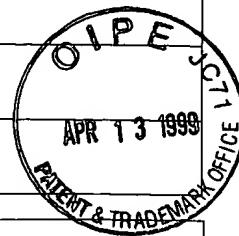
OTHER (including Author, Title, Date, Pertinent Pages, etc.)

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EXAMINER <i>Hank St. Geyen</i>	DATE CONSIDERED <i>12/17/01</i>
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FORM PTO-1449	ATTY DOCKET NO. COS-98-044	APPLICATION NO. 09/159,404
INFORMATION DISCLOSURE STATEMENT	APPLICANT Combar et al.	
	FILING DATE 9/24/98	GROUP 2731



U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB-CLASS	FILING DATE
<i>Kud</i>	AA1	5,649,182	7/15/97	Reitz			7/15/97
	AB1	5,845,267	12/1/98	Ronen			12/1/98
	AC1	5,852,812	12/22/98	Reeder			12/22/98
	AD1	5,815,665	9/29/98	Teper et al.			9/29/98
	AE1	5,793,964	8/11/98	Rogers et al.			8/11/98
	AF1	5,826,029	10/20/98	Gore, Jr. et al.			10/20/98
	AG1	5,805,803	9/8/98	Birrell et al.			9/8/98
	AH1	5,764,756	6/9/98	Onweller			6/9/98
	AI1	5,742,905	4/21/98	Pepe et al.			4/21/98
	AJ1	5,621,727	4/15/97	Vaudreuil			4/15/97
	AK1	5,666,481	9/9/97	Lewis			9/9/97

FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB-CLASS	TRANSLATION
<i>JH</i>	AL1	WO 97/16911	5/9/97	-PCT			N/A
	AM1						Yes
	AN1						No
	AO1						Yes
	AP1						No

OTHER (including Author, Title, Date, Pertinent Pages, etc.)

AR	1	Computer Networks, Andrew S. Tanenbaum, pages 410-412.
AS	1	"XIIIR6.3 (Broadway) Overview", http://www.x.org/broadway.htm
AT	1	"Stac Unveils Windows NT 4.0 and Web Browser Support in New ReachOut 7" http://www.stac.com/news/pressrel/pr_ro7_unveil.html

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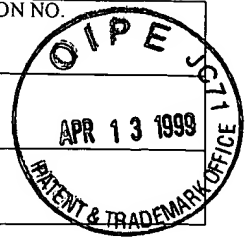
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INFORMATION DISCLOSURE STATEMENT	APPLICANT Combar et al.	
	FILING DATE 9/24/98	GROUP 2731



U.S. PATENT DOCUMENTS							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB-CLASS	FILING DATE
Kan	AA1	5,706,502	1/6/98	Foley et al.			2/26/96
	AB1	5,742,768	4/21/98	Gennaro et al.			7/16/96
	AC1	5,778,178	7/7/98	Arunachalam			8/5/96
	AD1	5,671,354	9/23/97	Ito et al.			2/23/96
	AE1	5,796,393	8/18/98	MacNaughton et al.			8/8/96
	AF1	5,815,080	9/29/98	Taguchi			2/15/96
	AG1	5,852,810	12/22/98	Sotiroff et al.			1/29/96
	AH1	5,819,225	10/6/98	Eastwood et al.			5/30/96
	AI1	5,835,084	11/10/98	Bailey et al.			5/1/96
	AJ1	5,727,129	3/10/98	Barrett et al.			6/4/96
	AK1	5,754,830	5/19/98	Butts et al.			4/1/96

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FOREIGN PATENT DOCUMENTS							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB-CLASS	TRANSLATION
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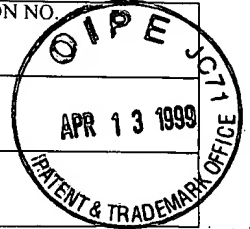
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EXAMINER Kan	DATE CONSIDERED 11/30/99
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FORM PTO-1449	ATTY DOCKET NO. COS-98-044	APPLICATION NO. 09/159,404
INFORMATION DISCLOSURE STATEMENT	APPLICANT Combar et al.	
	FILING DATE 9/24/98	GROUP 2731



U.S. PATENT DOCUMENTS							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB-CLASS	FILING DATE
<i>kur</i>	AA1	5,844,896	12/1/98	Marks et al.			12/26/97
	AB1	5,787,160	7/28/98	Chaney et al.			6/6/96
	AC1	5,530,744	6/25/96	Charalambous et al.			9/20/94
	AD1	5,812,654	9/22/98	Anderson et al.			4/2/95
	AE1	5,734,709	3/31/98	DeWitt et al.			2/10/95
	AF1	5,483,596	1/9/96	Rosenow et al.			1/24/94
	AG1	5,548,726	8/20/96	Pettus			12/17/93
	AH1	5,623,601	4/22/97	Vu			11/21/94
	AI1	5,793,762	8/11/98	Penners et al.			7/6/95
	AJ1	5,850,517	12/15/98	Verkler et al.			8/31/95
	AK1	5,721,913	2/24/98	Ackroff et al.			6/17/96

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EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB-CLASS	TRANSLATION
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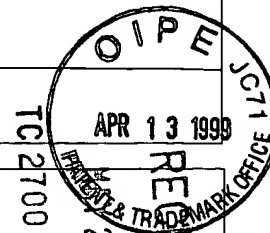
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11/30/99

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FORM PTO-1449	ATTY DOCKET NO. COS-98-044	APPLICATION NO. 09/159,404
INFORMATION DISCLOSURE STATEMENT	APPLICANT Combar et al.	
	FILING DATE 9/24/98	GROUP 2731



U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB-CLASS	FILED DATE
<i>Kuv</i>	AA1	5,768,501	6/16/98	Lewis			5/28/96
	AB1	5,790,780	8/4/98	Brichta et al.			6/96
	AC1	5,692,030	11/25/97	Teglovic et al.			5/31/95
	AD1	5,689,645	11/18/97	Schettler et al.			12/1/94
	AE1	5,491,779	2/13/96	Bezjian			4/3/92
	AF1	5,699,403	12/16/97	Ronnen			4/12/95
	AG1	5,742,762	4/21/98	Scholl et al.			5/19/95
	AH1	5,734,831	3/31/98	Sanders			4/26/96
	AI1	5,475,836	12/12/95	Harris et al.			12/20/93
	AJ1	5,745,754	4/28/98	Lagarde et al.			6/7/95
	AK1	5,781,550	7/14/98	Templin et al.			2/2/96

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FOREIGN PATENT DOCUMENTS

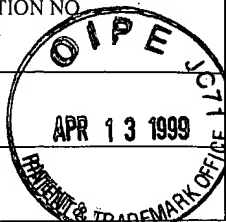
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	AN1						Yes No
	AO1						Yes No
	AP1						Yes No

OTHER (including Author, Title, Date, Pertinent Pages, etc.)

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EXAMINER <i>Kuv</i>	DATE CONSIDERED <i>4/30/99</i>
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FORM PTO-1449	ATTY DOCKET NO. COS-98-044	APPLICATION NO. 09/159,404
INFORMATION DISCLOSURE STATEMENT	APPLICANT Combar et al.	
	FILING DATE 9/24/98	

U.S. PATENT DOCUMENTS							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB-CLASS	FILING DATE
Kwv	AA1	5,826,269	10/20/98	Hussey			6/21/95
	AB1	5,845,067	12/1/98	Porter et al.			9/2/96
	AC1	5,793,964	8/11/98	Rogers et al.			6/7/95
	AD1	5,708,780	1/13/98	Levergood et al.			6/7/95
	AE1	5,802,320	9/1/98	Bachr et al.			5/18/95
	AF1	5,790,789	8/4/98	Suarez			8/2/96
	AG1	5,819,271	10/6/98	Mahoney et al.			12/29/96
	AH1						
	AI1						
	AJ1						
AK1							

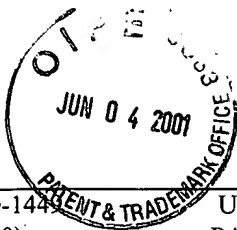
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	AM1						No
	AN1						Yes
	AO1						No
	AP1						Yes
							No

OTHER (including Author, Title, Date, Pertinent Pages, etc.)			
AR	1		
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EXAMINER <i>Kwv</i>	DATE CONSIDERED <i>11/30/99</i>
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to Applicant.	



FORM PTO-147 (REV. 7-80)		U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE		ATTY. DOCKET NO. COS98044		SERIAL NO. 09/159,404	
LIST OF DOCUMENTS CITED BY APPLICANT (Use several sheets if necessary)				APPLICANT(S): COMBAR et al.		FILING DATE 09/24/98	
				GROUP 2731		Technology Center 2600	
U.S. PATENT DOCUMENTS							
* EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE (IF APPROPRIATE)	
HN	4,160,129	07/1999	Peyser et al.				
HN	4,345,315	08/1982	Cadotte et al.				
HN	4,817,050	03/1989	Komatsu et al.				
HN	4,972,504	11/1990	Daniel Jr. et al.				
HN	5,041,972	08/1991	Frost				
	5,075,771	12/1991	Hashimoto				
	5,228,076	07/1993	Hopner et al.				
	5,245,533	09/1993	Marshall				
	5,285,494	02/1994	Sprecher et al.				
	5,315,093	05/1994	Stewart				
	5,327,486	07/1994	Wolff et al.				
	5,369,571	11/1994	Metts				
	5,490,060	02/1996	Malec et al.				
	5,526,257	06/1996	Lerner				
	5,537,611	07/1996	Rajagopal et al.				
	5,551,025	08/1996	O'Reilly et al.				
	5,563,805	10/1996	Arbuckle et al.				
FOREIGN PATENT DOCUMENTS							
	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
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JH	EP 0 809 387 A2	05/1997	Europe				
JH	WO 97/23988	07/1997	PCT				
JH	WO 98/19472	05/1998	PCT			Abstract	
JH	WO 99/01826	01/1999	PCT				
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)							
Biggs, M., "Help for the Web enhances customer support, reduces help desk load" Inforworld, June 16, 1997, v. 19, no. 24, pp. 82+							
Burch, B., "AT&T, MCI to release new management tools", Network World, January 17, 1994, p. 19							
Low, C., "Integrating Communication Services", IEEE Communication Magazine, June 1997, pp. 164-169							
"McAfee's New 'Self-Service' Help Desk Web Suite Makes PCs Help Desk-Ready", Newswire Association Inc., Oct. 13, 1997							
Niemeyer, R., "Using Web Technologies in Two MLS Environments: A Security Analysis." IEEE, pp. 205-214, 1997							
Porter, T., "MCI offers tracking system: Direct Dispatch lets users eye problems remotely", Service News, April 1994, p. 17							
EXAMINER Hank N. Guyer				DATE CONSIDERED 12/17/01			
*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.							



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FORM PTO-1449 (REV. 7-80)	U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE	ATTY. DOCKET NO. COS98044	SERIAL NO. 09/159,404
LIST OF DOCUMENTS CITED BY APPLICANT (Use several sheets if necessary)		APPLICANT(S): COMBAR et al.	RECEIVED JUN 6 2001 Technology Center 2600
		FILING DATE 09/24/98	GROUP 2731

U.S. PATENT DOCUMENTS

* EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE (IF APPROPRIATE)
HN	5,610,915	03/1997	Elliott et al.			
	5,630,066	05/1997	Gosling			
	5,699,528	12/1997	Hogan			
	5,787,412	07/1998	Bosch et al.			
	5,790,809	08/1998	Holmes			
	5,812,533	09/1998	Cox et al.			
	5,825,769	10/1998	O'Reilly et al.			
	5,848,396	12/1998	Gerace			
	5,870,558	02/1999	Branton, Jr. et al.			
	5,877,759	03/1999	Bauer			
	5,884,032	03/1999	Bateman et al.			
	5,907,681	05/1999	Bates et al.			
	5,909,679	06/1999	Hall			
	5,909,682	06/1999	Cowan et al.			
	5,915,001	06/1999	Uppaluru			
	5,920,542	07/1999	Henderson			
	5,923,016	07/1999	Fredregill et al.			

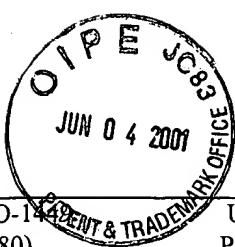
FOREIGN PATENT DOCUMENTS

DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION
					YES NO

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

Not Supplied	Shklar, L., et al., "MetaMagic: Generating Virtual Web Sites Through Data Modeling," http://www.scope.gmd.de/info/www6/posters/714/poster714.html
	Vizard, M. et al., "MCI to Pilot Convergent Billing Service", InfoWorld, v. 18, Issue 37, September 9, 1996
	Yager, T., "Mixed Messages" UNIX Review, v. 16, n. 2, p. 29, Feb. 1998
	"Carriers Improve Net Management Services", Communications Week, May 2, 1994, p. 74
	"Network management; new software platform enhances network management capabilities; MCI ServiceView offers greater cost savings, increased flexibility.", Product Announcement, Edge, October 2, 1995, on & about AT&T, v. 10, n. 375, p. 11(1)

EXAMINER Hank Nguyen	DATE CONSIDERED 12/17/01
*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	



FORM PTO-14 (REV. 7-80)	U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE	ATTY. DOCKET NO. COS98044	SERIAL NO. 09/159,404
LIST OF DOCUMENTS CITED BY APPLICANT (Use several sheets if necessary)		APPLICANT(S): COMBAR et al.	
		FILING DATE 09/24/98	GROUP 2731

U.S. PATENT DOCUMENTS

* EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE (IF APPROPRIATE)
HN	5,930,764	07/1999	Melchione et al.			
	5,930,804	07/1999	Yu et al.			
	5,958,016	09/1999	Chang et al.			
	5,961,602	10/1999	Thompson et al.			
	5,963,925	10/1999	Kolling et al.			
	5,966,695	10/1999	Melchione et al.			
	5,970,467	10/1999	Alavi			
	5,974,396	10/1999	Anderson et al.			
	5,974,441	10/1999	Rogers et al.			
	5,982,864	12/2000	Jagadish et al.			
	5,982,891	11/1999	Ginter et al.			
	5,991,733	11/1999	Aleia et al.			
	5,991,806	11/1999	McHann Jr			
	5,999,972	12/1999	Gish			
	5,999,973	12/1999	Glitho et al.			
	6,011,844	01/2000	Uppaluru et al.			
	6,014,647	01/2000	Nizzari et al.			

FOREIGN PATENT DOCUMENTS

DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
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OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

Not Supplied	"New software platform enhances network management capabilities...", <i>Business Wire</i> , September 28, 1995 p. 9281122
	"User's Guide: Microsoft Access", Microsoft Corporation, 1994, pp. 378,594,599, 630-632 (13)
	Jainschigg, J., "Billing confirmed: this easy-to-use box turns guest calls into revenue." <i>Teleconnect</i> , vol. 12, no. 9, p. 39(4)
EXAMINER Hank Nguyen	DATE CONSIDERED 12/17/01
*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	

FORM PTO-1449 U.S. DEPARTMENT OF COMMERCE
(REV. 7-80) PATENT AND TRADEMARK OFFICE

ATTY. DOCKET NO.

COS98044

SERIAL NO.

09/159,404

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APPLICANT(S): COMBAR et al.

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09/24/98

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U.S. PATENT DOCUMENTS

* EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE (IF APPROPRIATE)
HN	6,014,702	01/2000	King et al.			
	6,023,762	02/2000	Dean et al.			
	6,031,904	02/2000	An et al.			
	6,032,132	02/2000	Nelson			
	6,032,184	02/2000	Cogger et al.			
	6,041,325	03/2000	Shah et al.			
	6,044,144	03/2000	Becker et al.			
	6,049,602	04/2000	Foladare et al.			
	6,049,789	04/2000	Smorodinsky			
	6,058,381	05/2000	Nelson			
	6,064,667	05/2000	Gisby et al.			
	6,065,059	05/2000	Shieh et al.			
	6,073,105	06/2000	Sutcliffe et al.			
	6,073,241	06/2000	Rosenberg et al.			
	6,078,891	06/2000	Riordan et al.			
	6,078,924	06/2000	Ainsbury et al.			
	6,085,171	07/2000	Leonard			

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	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
						YES	NO

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HW ↓ HW	6,085,190	07/2000	Sakata			
	6,091,808	07/2000	Wood et al.			
	6,094,655	07/2000	Rogers et al.			
	6,115,040	09/2000	Bladow et al.			
	6,115,458	09/2000	Taskett			
	6,115,693	09/2000	McDonough et al.			
	6,119,109	09/2000	Muratani et al.			
	6,131,095	10/2000	Low et al.			
	6,134,584	10/2000	Chang et al.			
	6,145,001	11/2000	Scholl et al.			
	6,212,506	04/2001	Shah et al.			

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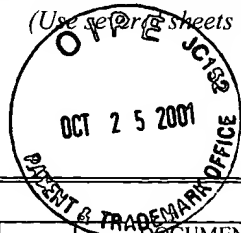
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* EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE (IF APPROPRIATE)
HN	5,650,994	07/1997	Daley			
HN	5,848,233	12/1998	Radia et al.			
HN	5,848,399	12/1998	Burke			
HN	5,881,237	03/1999	Schwaller et al.			
HN	5,933,142	08/1999	LaStrange et al.			
HN	5,937,165	08/1999	Schwaller et al.			
HN	5,938,729	08/1999	Cote et al.			
HN	5,949,976	09/1999	Chappelle			
HN	5,960,411	09/1999	Hartman et al.			
HN	6,003,079	12/1999	Friedrich et al.			
HN	6,006,265	12/1999	Rangan et al.			
HN	6,012,090	01/2000	Chung et al.			
HN	6,018,768	01/2000	Ullman et al.			
HN	6,021,409	02/2000	Burrows			
HN	6,029,182	02/2000	Nehab et al.			
HN	6,044,362	03/2000	Neely			
HN	6,073,122	06/2000	Wool			

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	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
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HN	Meteorology; Databases, "Inforonics offers controlled access to Web Meteorology", Information Today, April 97, Vol. 14 Issue 4, p53, 2p. This article reports that Inforonics has developed a controlled access gateway to MGA (Meteorological and Geostrophysica)
HN	Rosen, Michele, "BPCS steps into new millennium", Midrange Systems; Spring House; May 10, 1996. This article informs about the new release of BPCS Client/Server Software as the most extensive upgrade of the product since 1980s. It incorporates onject tech
HN	Inoue et al., "Secure Mobile IP Using Security Primitives", IEEE 1997

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* EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE (IF APPROPRIATE)	
HN HN HN HN HN HN HN	6,088,796	07/2000	Cianfrocca et al.				
	6,105,131	08/2000	Carroll				
	6,108,700	08/2000	Maccabee et al.				
	6,112,242	08/2000	Jois et al.				
	6,131,116	10/2000	Riggins et al.				
	6,161,126	12/2000	Wies et al.	709	203		
	2001/0001014	05/2001	Akins, III et al.				
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					YES	NO		

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	4,160,129	07/1999	Peyser et al.			
	4,345,315	08/1982	Cadotte et al.			
	4,817,050	03/1989	Komatsu et al.			
	4,972,504	11/1990	Daniel Jr. et al.			
	5,041,972	08/1991	Frost			
	5,075,771	12/1991	Hashimoto			
	5,228,076	07/1993	Hopner et al.			
	5,245,533	09/1993	Marshall			
	5,285,494	02/1994	Sprecher et al.			
	5,315,093	05/1994	Stewart			
	5,327,486	07/1994	Wolff et al.			
	5,369,571	11/1994	Metts			
	5,490,060	02/1996	Malec et al.			
	5,526,257	06/1996	Lerner			
	5,537,611	07/1996	Rajagopal et al.			
	5,551,025	08/1996	O'Reilly et al.			
	5,563,805	10/1996	Arbuckle et al.			

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DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
					YES	NO
EP 0 809 387 A2	05/1997	Europe				
WO 97/23988	07/1997	PCT				
WO 98/19472	05/1998	PCT				
WO 99/01826	01/1999	PCT				

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Not supplied	Biggs, M., "Help for the Web enhances customer support, reduces help desk load" <i>Inforworld</i> , June 16, 1997, v. 19, no. 24, pp. 82+
	Burch, B., "AT&T, MCI to release new management tools", <i>Network World</i> , January 17, 1994, p. 19
	Low, C., "Integrating Communication Services", <i>IEEE Communication Magazine</i> , June 1997, pp. 164-169
	"McAfee's New 'Self-Service' Help Desk Web Suite Makes PCs Help Desk-Ready", <i>Newswire Association Inc.</i> , Oct. 13, 1997
	Niemeyer, R., "Using Web Technologies in Two MLS Environments: A Security Analysis." <i>IEEE</i> , pp. 205-214, 1997
	Porter, T., "MCI offers tracking system: Direct Dispatch lets users eye problems remotely", <i>Service News</i> , April 1994, p. 17

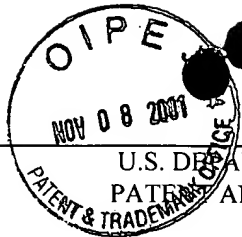
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	5,610,915	03/1997	Elliott et al.			
	5,630,066	05/1997	Gosling			
	5,699,528	12/1997	Hogan			
	5,787,412	07/1998	Bosch et al.			
	5,790,809	08/1998	Holmes			
	5,812,533	09/1998	Cox et al.			
	5,825,769	10/1998	O'Reilly et al.			
	5,848,396	12/1998	Gerace			
	5,870,558	02/1999	Branton, Jr. et al.			
	5,877,759	03/1999	Bauer			
	5,884,032	03/1999	Bateman et al.			
	5,907,881	05/1999	Bates et al.			
	5,909,679	06/1999	Hall			
	5,909,682	06/1999	Cowan et al.			
	5,915,001	06/1999	Uppaluru			
	5,920,542	07/1999	Henderson			
	5,923,016	07/1999	Fredregill et al.			

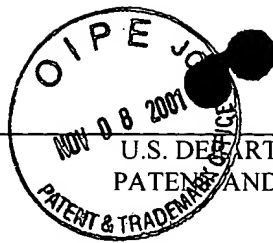
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					YES NO

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Not Supplied	Shklar, L., et al., "MetaMagic: Generating Virtual Web Sites Through Data Modeling," http://www.scope.gmd.de/info/www6/posters/714/poster714.html
	Vizard, M. et al., "MCI to Pilot Convergence Billing Service", <i>InfoWorld</i> , v. 18, Issue 37, September 9, 1996
	Yager, T., "Mixed Messages", <i>UNIX Review</i> , v. 16, n. 2, p. 29, Feb. 1998
	"Carriers Improve Net Management Services", <i>Communications Week</i> , May 2, 1994, p. 74
	"Network management; new software platform enhances network management capabilities; MCI ServiceView offers greater cost savings, increased flexibility.", Product Announcement, <i>Edge</i> , October 2, 1995, on & about AT&T, v. 10, n. 3/5, p. 11(1)

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	5,930,764	07/1999	Melchione et al.			
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	5,958,016	09/1999	Chang et al.			
	5,961,602	10/1999	Thompson et al.			
	5,963,925	10/1999	Kolling et al.			
	5,966,695	10/1999	Melchione et al.			
	5,970,467	10/1999	Alavi			
	5,974,396	10/1999	Anderson et al.			
	5,974,441	10/1999	Rogers et al.			
	5,982,864	12/2000	Jagadish et al.			
	5,982,891	11/1999	Ginter et al.			
	5,991,733	11/1999	Aleia et al.			
	5,991,806	11/1999	McHann Jr			
	5,999,972	12/1999	Gish			
	5,999,973	12/1999	Glitho et al.			
	6,011,844	01/2000	Uppaluru et al.			
	6,014,647	01/2000	Nizzari et al.			

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	"User's Guide: Microsoft Access", Microsoft Corporation, 1994, pp. 378,594,599, 630-632 (13)
	Jainschigg, J., "Billing confirmed: this easy-to-use box turns guest calls into revenue." <i>Teleconnect</i> , vol. 12, no. 9, p. 39(4)

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	6,014,702	01/2000	King et al.			
	6,023,762	02/2000	Dean et al.			
	6,031,904	02/2000	An et al.			
Not	6,032,132	02/2000	Nelson			
Supplied	6,032,184	02/2000	Cogger et al.			
	6,041,325	03/2000	Shah et al.			
	6,044,144	03/2000	Becker et al.			
	6,049,602	04/2000	Foladare et al.			
	6,049,789	04/2000	Smorodinsky			
	6,058,381	05/2000	Nelson			
	6,064,667	05/2000	Gisby et al.			
	6,065,059	05/2000	Shieh et al.			
	6,073,105	06/2000	Sutcliffe et al.			
	6,073,241	06/2000	Rosenberg et al.			
	6,078,891	06/2000	Riordan et al.			
	6,078,924	06/2000	Ainsbury et al.			
	6,085,171	07/2000	Leonard			

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